

Follow Up with the Individual or Family

Follow up with the individual or family regarding their ISP is important to ensure that the CRCG's recommendations are a good fit. After the initial staffing, designate a CRCG member, typically the lead entity, to continually check in with the individual or family to assess if the recommendations are working or if they need assistance connecting with referrals. During a check in, be intentional about connecting with them, following up is an opportunity to emphasize that the CRCG is a resource to support their healing and recovery. Use a strengths-based perspective to discuss their progress and build upon what is working for them, even if it is a small achievement.

The check ins can occur as often as the CRCG sees fit. Typically, CRCGs schedule check in updates after one month to ensure that the individual or family is connected to services, three months to learn how the services are working and to decide if the plan needs to be adjusted at a follow up staffing, and six months to determine if the CRCG's assistance is still needed.

If the lead entity discovers that the ISP is not working, or additional services and supports are needed, the CRCG can schedule a follow up staffing to re-evaluate the plan. Follow up staffings are also scheduled to plan reintegration for a person returning to the community from placement.

When the CRCG's support is no longer necessary, remind the individual or family to contact the CRCG if they need additional services in the future.